



CENTRAL BANK OF LESOTHO

REQUEST FOR PROPOSAL

**RFP TITLE : CLEANING SERVICES AT LEHAKOE
RECREATION AND CULTURAL CENTRE**

RFP NO : CBL/FNC/TC/8/04/2017

Submission Location:

Tender Box Reception area
Central Bank of Lesotho
Cnr. Moshoeshoe & Airport Roads
Maseru, Lesotho

Contact person:

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1. INTRODUCTION

Lehakoe Recreation and Cultural Centre (Lehakoe) came into operation in 2004 under a contracted management which was terminated in 2005. Since then the bank has assumed management of Lehakoe. Lehakoe is not a separate legal entity from the Central Bank of Lesotho (the Bank).

Lehakoe was established to develop a diverse environment promoting healthy living and wellness through physical exercise and promotion of social interaction through highly developed hospitality service including the sensitization of Basotho and non-Basotho alike to the cultural heritage of Lesotho.

The Bank is embarking on an exercise to upgrade and maintain the cleaning and upkeep services of the Lehakoe. For this reason the Bank wishes to engage the services of an experienced cleaning company on a renewable contract of **twelve months**, to deliver a thorough cleaning and upkeep services of its operations at Lehakoe.

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

"Bank" means the Central Bank of Lesotho (CBL);

"Contract" means the written agreement resulting from this RFP executed by the Bank and the Consultant;

"Consultant" means the successful Proponent to this RFP who enters into a written Contract with the Bank;

"Must", or **"Mandatory"** means a requirement that failure to meet shall result in disqualification;

"Proponent" means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP;

3. SCOPE OF WORK

The proponent shall be required to perform, though not limited to, the following functions:

- a. Maintains the building's interior, specifically the locker room area, by dusting and polishing furniture, counters, lockers, equipment, mirrors, fixtures;
- b. Washing floors, tiling, windows, counters, walls, ceilings and woodwork;
- c. Sweeping, scrubbing and waxing floors;
- d. Cleaning and vacuuming carpets whenever necessary;
- e. Removes trash, maintain and clean the interior, gardens, grounds and immediate periphery of the building by removing any litter and emptying trash containers;
- f. Transporting materials to disposal area;
- g. Ensures cleanliness of the sports hall, netball, volleyball, tennis, squash courts by sweeping and/or buffing surfaces;
- h. Maintains all wooden floors by cleaning, stripping, sealing, buffing and refinishing as needed or scheduled;
- i. Maintains interior and exterior building accessibility and appearance by picking up all trash, papers, removing ice snow in parking lot and sidewalks;
- j. Maintains building interior by utilizing consistent cleaning practices;
- k. Ensure interior and exterior appearance of Lehakoe is clean, neat, tidy and in keeping with the club standards;
- l. Keeps cleaning products safe and usable by utilizing safe and proper **mixing techniques per labeling instructions:**
- m. Perform special request task by being accessible and flexible and assist members and staff by answering questions promptly and courteously;
- n. Provide and maintain supply inventory in cleaning areas for the following items: Undiluted hand soap; shower gel; un-recycled material toilet paper; air fresheners;; refuse bags; and all cleaning chemicals needed to execute the work professionally.

- Number of Cleaners per day : 18
- Number of Gardeners : 4
- Supervisor : 1

4. PROPOSAL PREPARATION (Proposal Format)

4.1. Technical Proposal

Evaluation of proposals is made easier when proponents respond in a similar manner. The following format and sequence should be followed in order to provide consistency in proponent response and to ensure that each proposal receives full consideration:

- a) One page letter of introduction identifying the proponent (proponent's name and physical address together with contact details; contact person, telephone number and e-mail address) and signed by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the proposal;
- b) The body of the proposal to include the following:

Proponent Experience

Should provide a brief summary of suitability of the Proponent which outlines specifically the proponent track record and nature of assignments relevant to this project;

Where activities were performed as a subcontract or a joint venture, this should be clearly indicated, stating extent of involvement as well as the subcontractor's track record and experience relevant to this project.

4.2 Financial Proposal

This section deals with cost estimates for the services and specifically addresses the following issues:

a) Fee Breakdown

Fee should be broken into monthly fee and a total annual fee. Vat should be included where applicable.

b) Costs Prior to Contract

No payment will be made for any costs incurred in the preparation or submission neither of proposals; nor in the negotiations, preparation and signature of the contract or for any other work prior to the engagement date.

4.3 Mandatory documents (required as part of the proposal):

The proponent should have the following documents as attachments to their proposal:

Requirement	Supported by:
<p>Firm experience for the last two (2) years</p>	<p>a) Two (2) reference letters from the Clients that were provided with the similar service.</p> <p>b) The reference letters should clearly indicate the duration of contract and the contact details of the client for verification.</p>
<p>Team for the assignment:</p> <p>Number of Cleaners per day : 18</p> <p>Number of Gardeners : 4</p> <p>Supervisor : 1</p>	<p>List of names of staff to be deployed at the centre and certified copies of their passports / ID document</p>
<p>Qualifications:</p> <p>The supervisor should have a minimum of COSC and 3 years' experience in a similar role</p> <p>General Cleaners should have a minimum of Junior Certificate and 2 years' experience as a cleaner</p> <p>The gardeners should have a minimum of Junior Certificate and 2 years' experience as a gardner</p>	<p>Certified copies of School certificates and staff member reference letter showing number of years in a position</p>
<p>Trading and Tax compliance requirements</p>	<p>Certified copies of the valid traders license or registration Certificate (proponents should be registered to trade as Consultant) and tax clearance certificate.</p>

5. REQUEST FOR PROPOSAL PROCESS

5.1 *Contact Persons*

Enquiries arising from this RFP should be directed, in writing, to;

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: mlechela@centralbank.org.ls

5.2 *Clarification*

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 6.1 above. Responses will be sent to the enquirer and all the recipients of the RFP

5.3 *Eligibility*

Proposals will not be evaluated if the proponent's current or past corporate or other interests may, in the Bank's opinion, give rise to a conflict of interest in connection with this project. Only proposals that comply with all the requirements of this RFP will be considered.

5.4 *Mandatory Site Visit*

There shall be a mandatory site visit on the **17th May 2017 at 11:00am**. Proponents are requested to report **at LRCC Gym reception** on or before the stipulated time. Proponents who arrive late will not be accommodated.

6. DELIVERY OF PROPOSALS

Proposals must be prepared in two parts, and sealed separately, namely:

(a) The Technical proposal which shall not contain any financial information or rates pertaining to the services.

and

(b) The Financial proposal which should be **self-addressed** to facilitate return in case technical requirements are not met.

6.1 *Technical proposal*

(a) Technical Proposals shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked "**Technical Proposal for Provision of Cleaning Services at Lehakoe**".

(b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.

(c) All proposals must be delivered to the Bank **on or before 26th May 2017 no later than 14:30 hours**. Late proposals shall not be considered.

6.2 *Financial proposal*

a) Financial proposal which should be **self-addressed** shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked "**Financial Proposal for Provision of Cleaning Services at Lehakoe**".

b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.

c) All proposals must be delivered to the Bank **on or before 26th May 2017 no later than 14:30 hours**. Late proposals shall not be considered.

7. Opening of proposals

Properly sealed and marked technical proposals shall be opened on **26th May 2017 at 14:30hrs**. Bidders representatives who wish to attend the opening session are welcome to attend. The financial proposals will only be opened following the technical evaluation for only those proponents who have met the technical requirements. All proposals not meeting the requirement above will not be opened but will be rejected.

8. Evaluation of proposals and selection

Proposals compliant with the requirements for submissions described above shall be evaluated by procedures which take into account both technical and financial considerations. Technical evaluation shall involve submission analysis and pitch.

8.1 EVALUATION CRITERIA

8.1.1 Mandatory documents evaluation criteria

REQUIREMENT	YES	NO	REMARKS
Certified copy of a valid traders license			
Certified copy of a Valid tax clearance certificate			
Signed letter of introduction			
Technical and Financial proposals separated (The Technical proposal shall not contain any financial information or rates pertaining to the services)			

(Proponents missing any of the above will not be considered for the next stage of evaluation.)

8.1.2 Technical proposal evaluation criteria:

Technical proposals will be opened first and evaluated on the basis of the following criteria, scored as indicated:

Evaluation Area	Allocated Score
a) Experience of the proponent (Submission of relevant reference letters x 2 and positive verification)	30
b) Number of staff to be deployed (name list supported by certified copies of passports /ID document	10
c) Team qualifications, skills and experience of the team (based on certificates and reference letters)	20
Total	60

(To qualify for financial evaluation the proponents should score a minimum score of 75% under technical evaluation.)

8.1.3 Financial evaluation

Proposals that have scored **75%** and above, their financial proposals shall be opened and evaluated based on price competitiveness. The lowest proposal shall be selected for award.

9. TERMS AND CONDITIONS OF THE RFP

9.1 Proposal Validity & Firm Pricing

Proposals should be valid for at least 90 days after the closing date and prices are to be fixed for the entire contract period.

9.2 *Currency and Taxes*

Prices quoted are to be:

- (a) in Maloti (1 LSL = 1 ZAR);
- (b) inclusive of 14% Value Added Tax; and
- (c) In accordance to applicable Lesotho laws.

9.3 *Ownership of Proposals*

All proposals, including supporting documents, submitted to the Bank become the property of the Bank.

9.4 *Confidentiality of Information*

- a) All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.
- b) All Information pertaining to the Bank obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.

9.5 *Costs of Responding*

Proponents are solely responsible for their own expenses incurred during the preparation of the proposal and for subsequent negotiations with the Bank including the "pitch" sessions.

If the Bank rejects all or any proposal, it shall not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

9.6 *Background Check*

The Bank reserves the right to check and verify the background of all or any persons (firms, directors, partners, technical staff, etc) involved in the Bid and reserves the sole right to determine whether or not to accept or reject any such Bid on any grounds.

9.7 *Acceptance and/or Rejection of Proposals*

- a) The Bank is not bound to give reasons for declining any or all of the proposals.
- b) The Bank is neither bound to accept any of the proposals nor any financial proposal either it being the highest or the lowest.